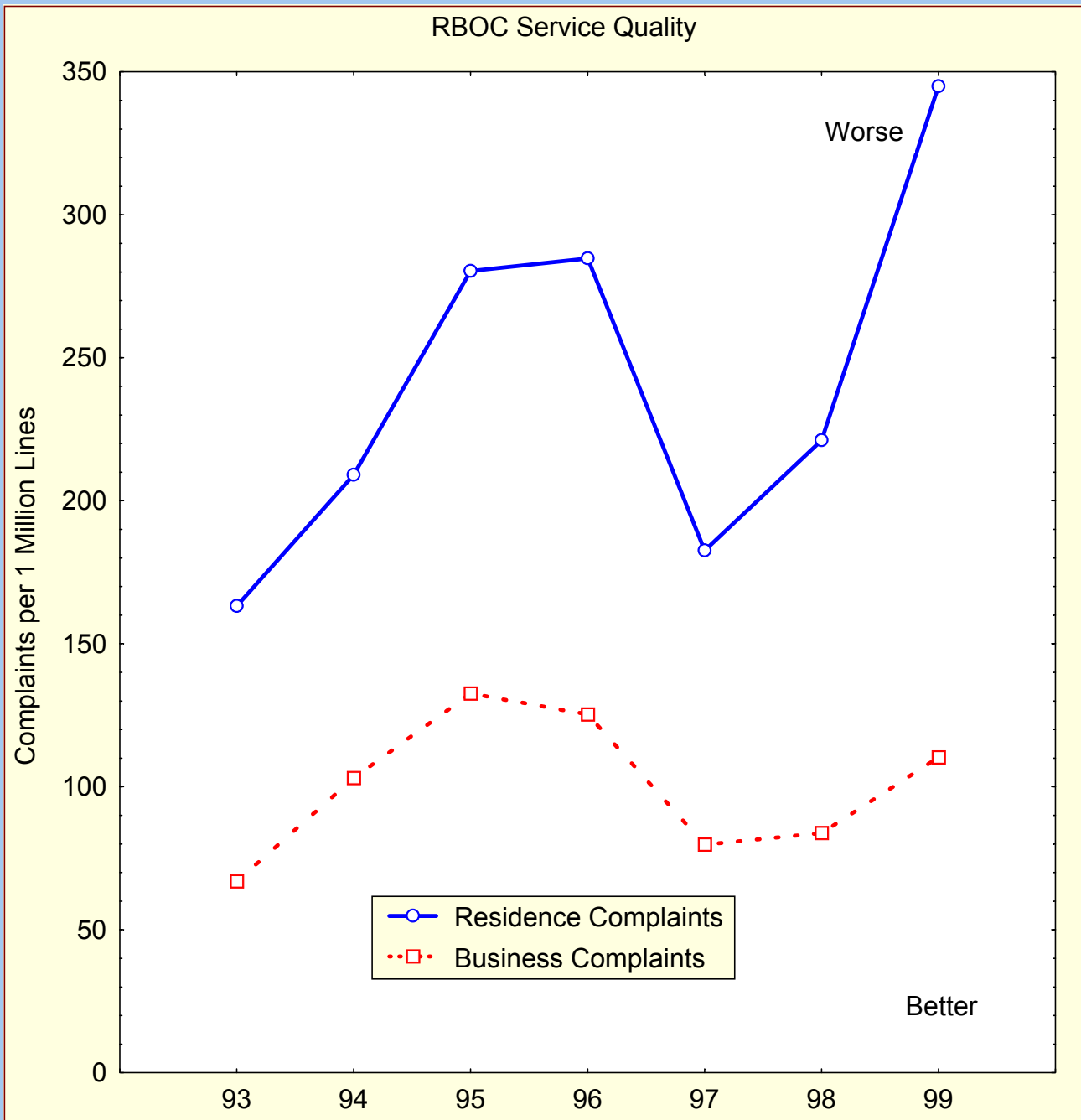


**Attachment A**

**ARMIS Summary Reports of  
Carrier Service Quality**

# Overall RBOC Service Quality State Complaint Rate

Source: ARMIS 43-05, Table V as of 5/24/2000



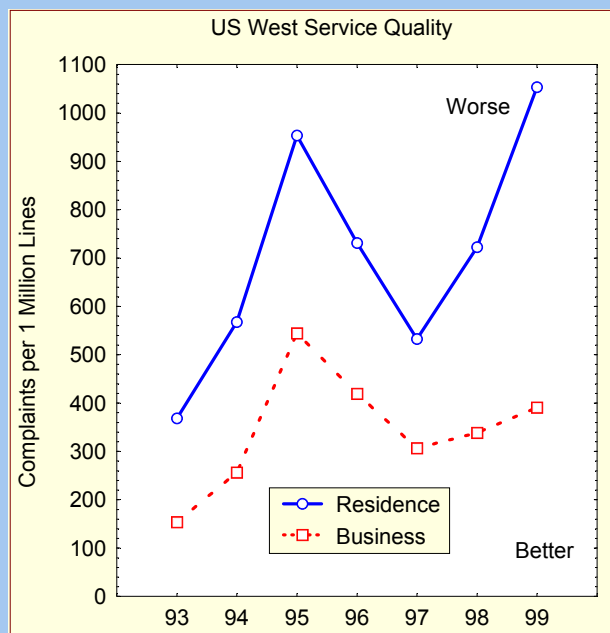
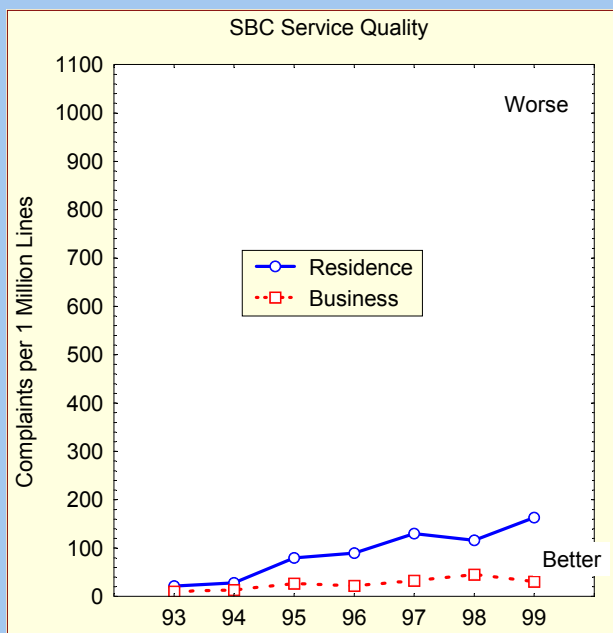
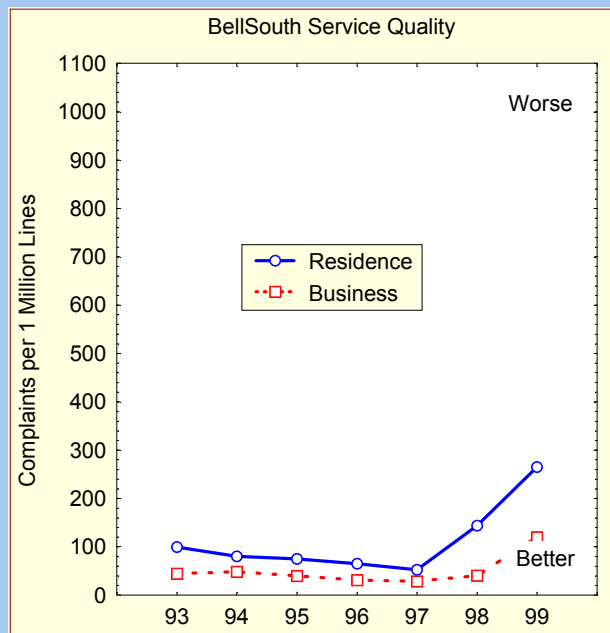
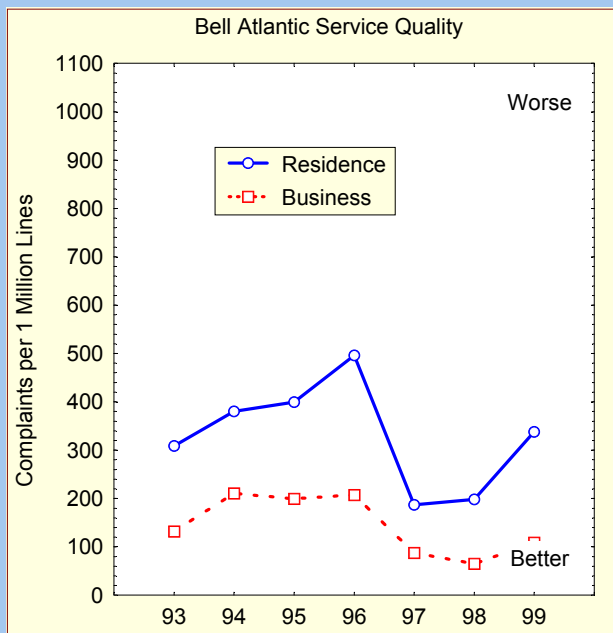
## Best and Worst in 1999

Best  
Residence: SBC = 163  
Business: SBC = 31

Worst  
US West = 1053  
US West = 391

# Individual RBOC Service Quality State Complaint Rate

Source: ARMIS 43-05, Table V as of 5/24/2000



Best and Worst in 1999

Best

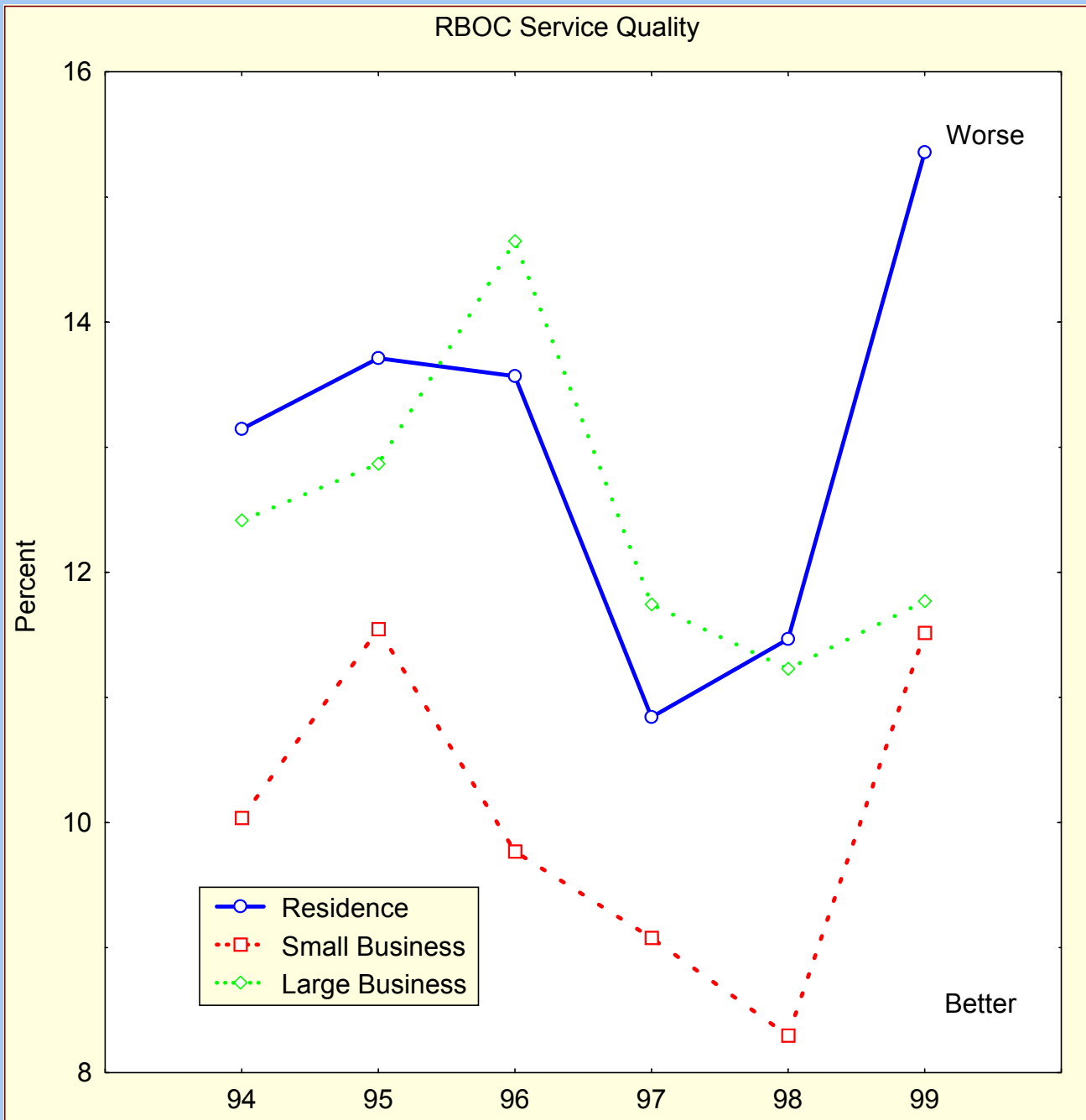
Residence: Texas = 27  
Business: Kansas = 2

Worst

Oregon = 2379  
Colorado = 749

# Overall RBOC Service Quality Percent Dissatisfied Customers

Source: ARMIS 43-06, Table I as of 5/24/2000



Best and Worst in 1999

Best

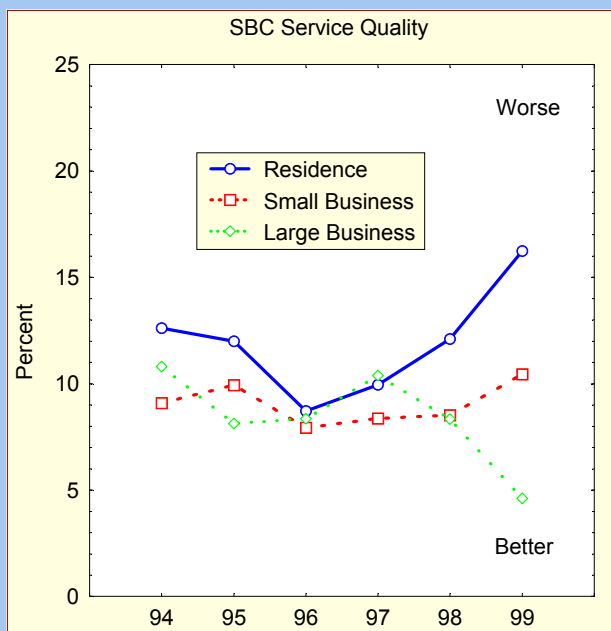
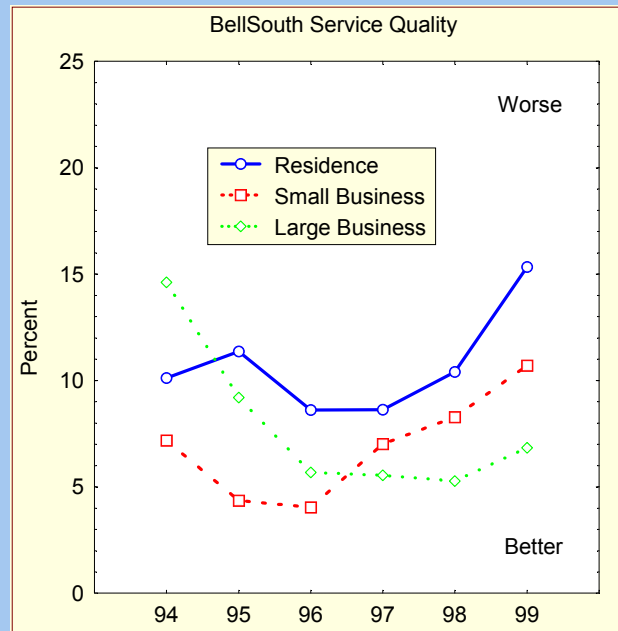
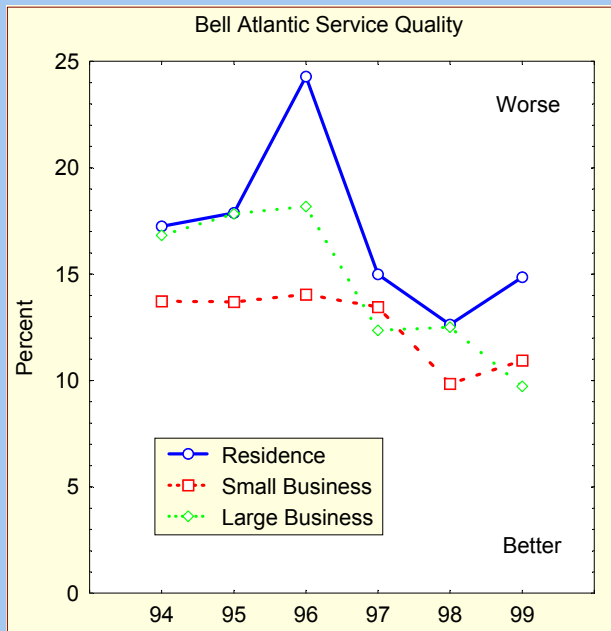
Residence: US West = 13.9%  
Small Business: SBC = 10.5%  
Large Business: SBC = 4.6%

Worst

SBC = 16.2%  
US West = 13.3%  
US West 22.2%

# Individual RBOC Service Quality Percent Dissatisfied Customers

Source: ARMIS 43-06, Table I as of 5/24/2000



Best and Worst in 1999

Best

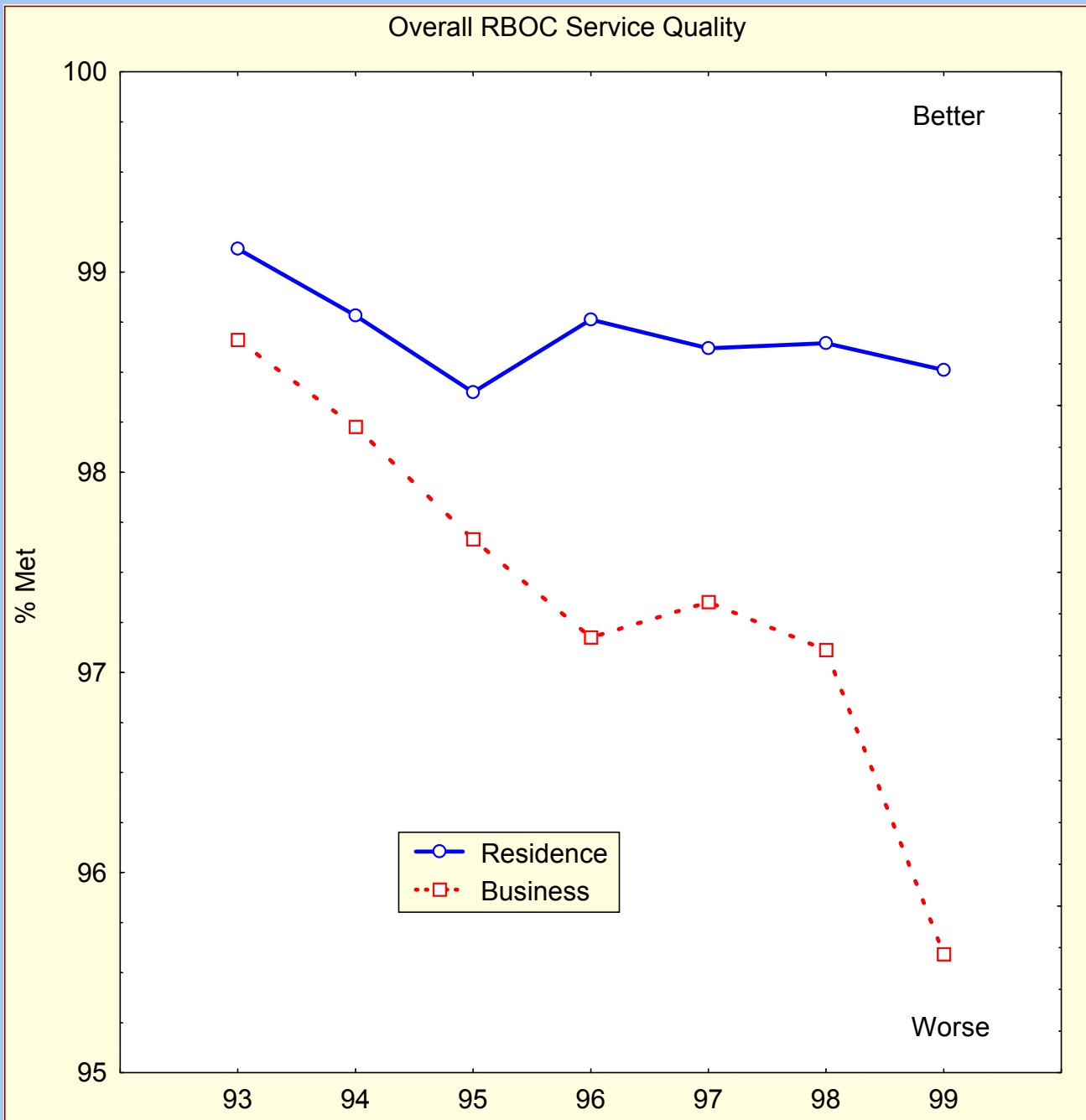
Residence: Wyoming = 4.7%  
 Small Business: Arkansas = 5.0%  
 Large Business: South Carolina = 1.1%

Worst

California = 26.0%  
 Colorado = 25.2%  
 District of Columbia = 24.0%

# Overall RBOC Service Quality Installation Commitments for Local Service

Source: ARMIS 43-05, Table II as of 5/24/2000



## Best and Worst in 1999

### Best

Residence: SBC = 98.8%

Business: SBC = 97.8%

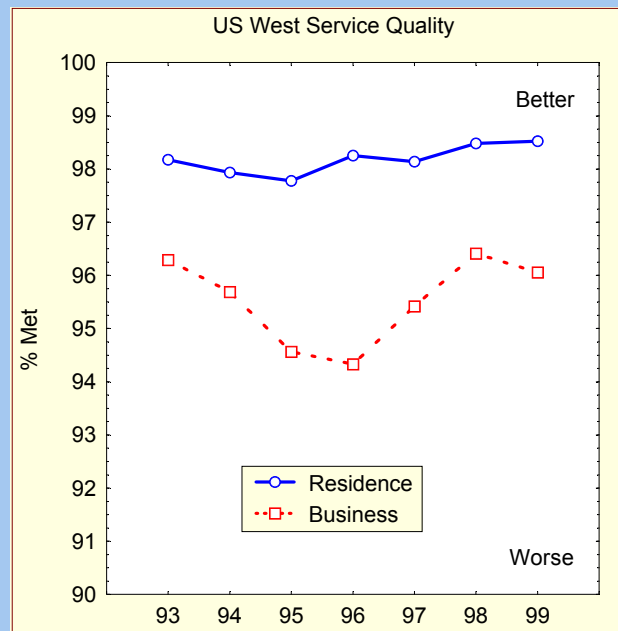
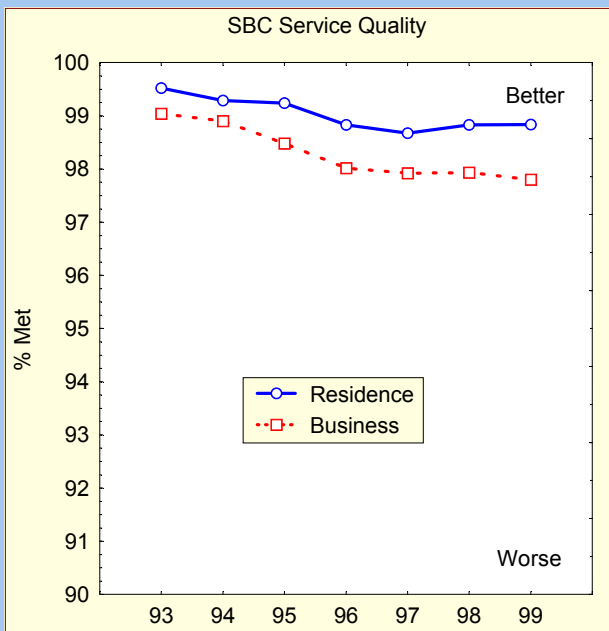
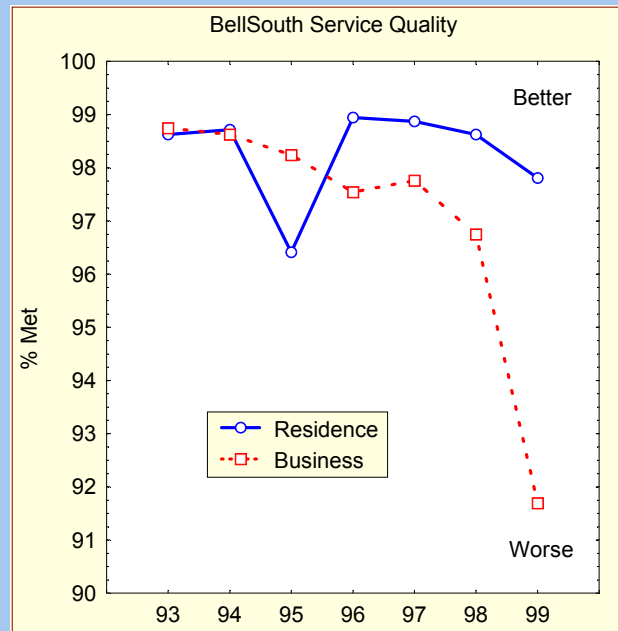
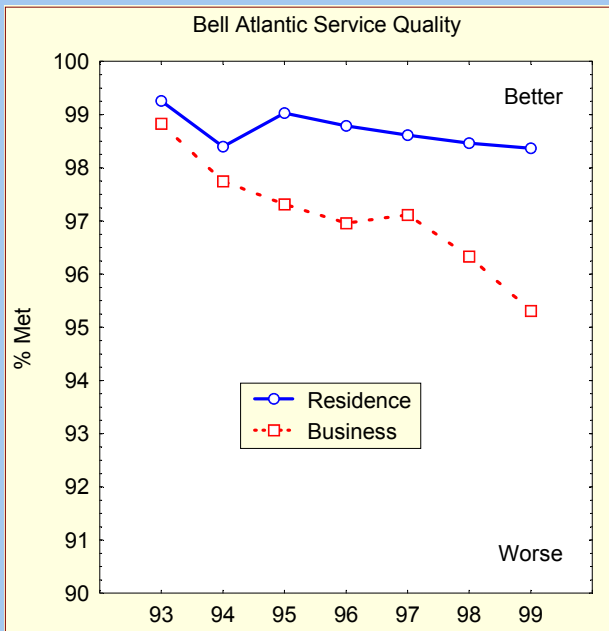
### Worst

BellSouth = 97.8%

BellSouth = 91.7%

# Individual RBOC Service Quality Installation Commitments for Local Service

Source: ARMIS 43-05, Table II as of 5/24/2000



Best and Worst in 1999

Best

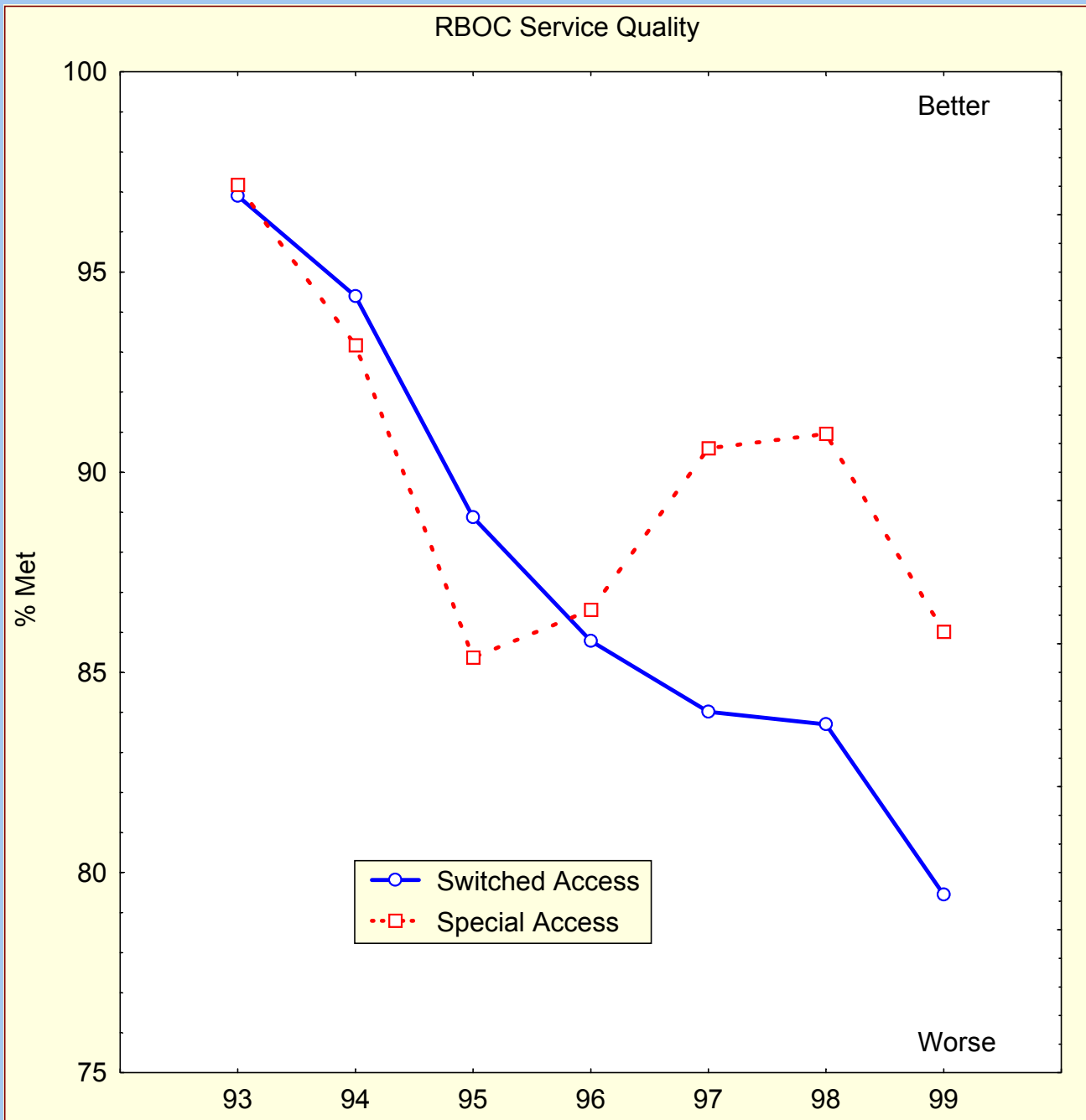
Residence: District of Columbia = 99.5%  
Business: Missouri = 98.6%

Worst

Nevada = 93.3%  
South Carolina = 81.6%

## Overall RBOC Service Quality Installation Commitments for Service to IXC's

Source: ARMIS 43-05, Table I as of 5/24/2000



### Best and Worst in 1999

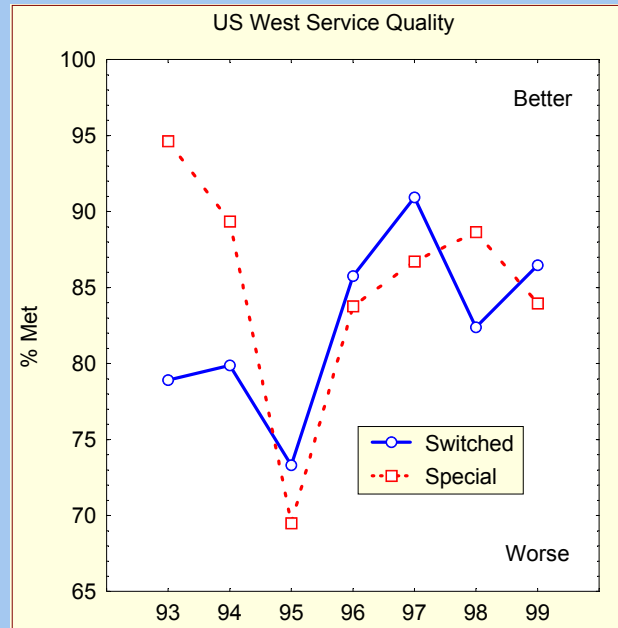
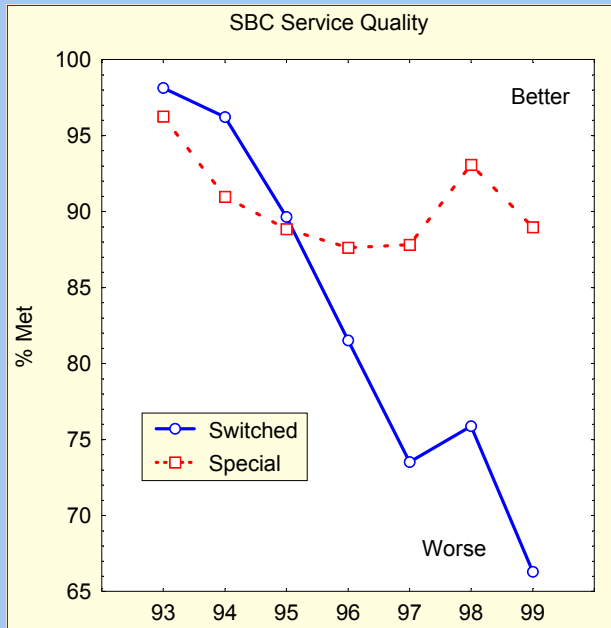
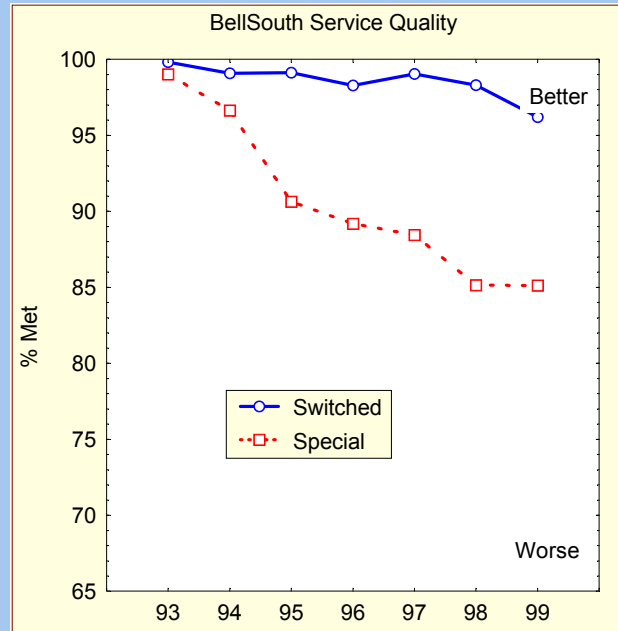
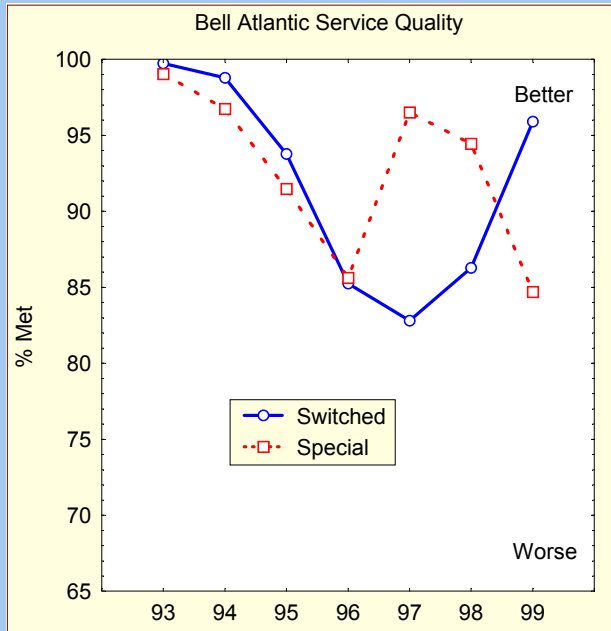
Best  
Switched: BellSouth = 96.2%  
Special: SBC = 89.0%

Worst  
SBC = 66.3%  
US West = 84.0%



# Individual RBOC Service Quality Installation Commitments for Service to IXCs

Source: ARMIS 43-05, Table I as of 5/24/2000



Best and Worst in 1999

Best

Switched: ME, NH, NV, RI, & VT = 100%

Special: Nevada = 99.0%

Worst

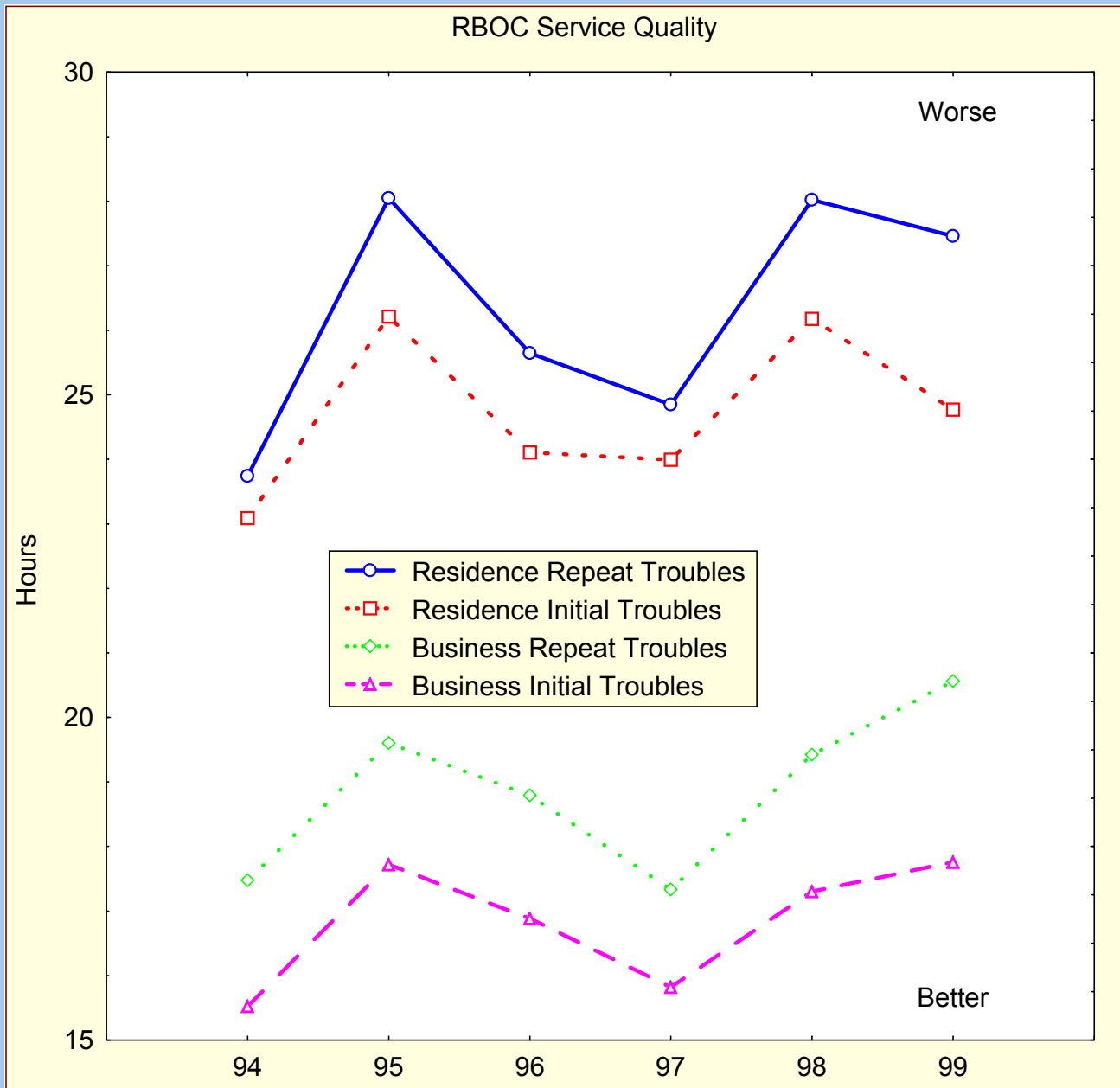
Kansas = 51.2%

California = 74.5%

# Overall RBOC Service Quality

## Average Local Service Repair Intervals

Source: ARMIS 43-05, Table II as of 5/24/2000



### Best and Worst in 1999

#### Best

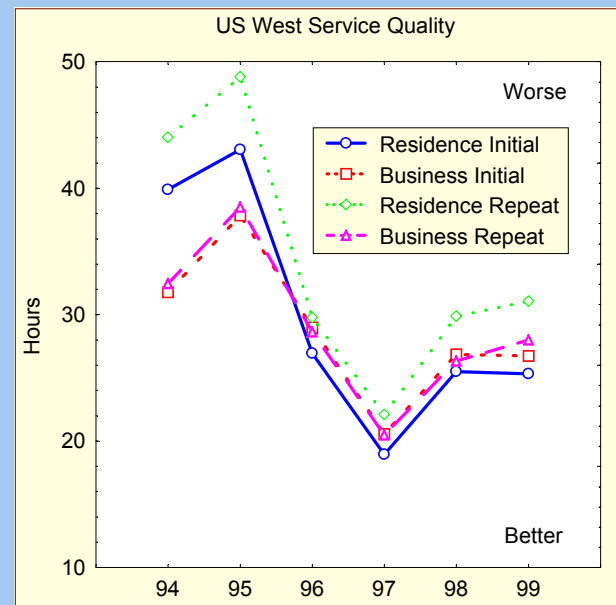
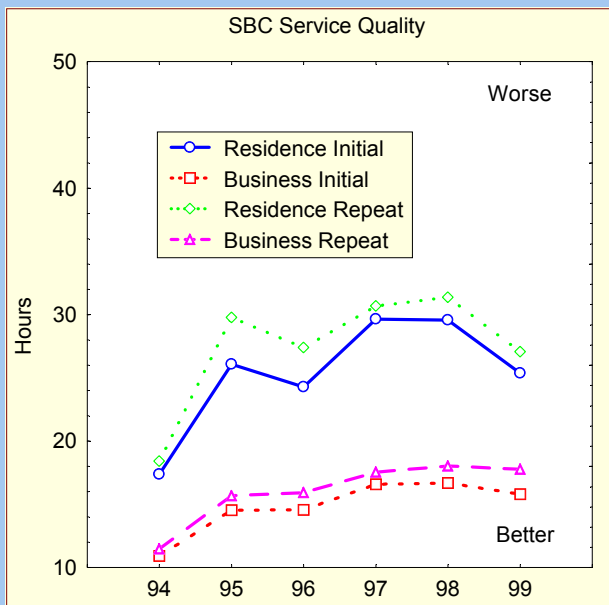
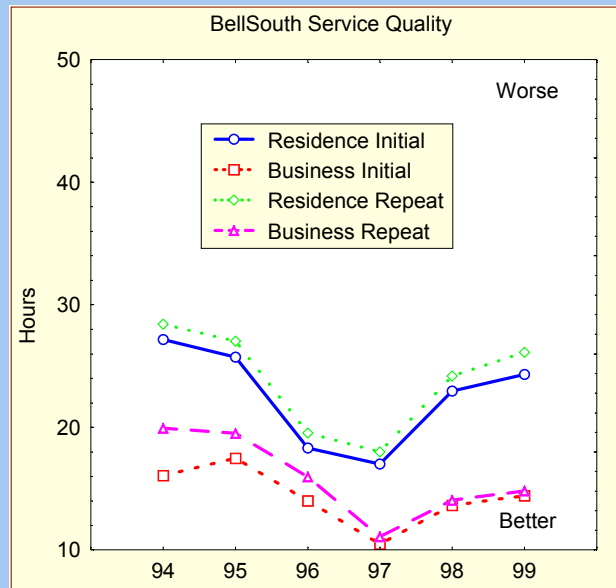
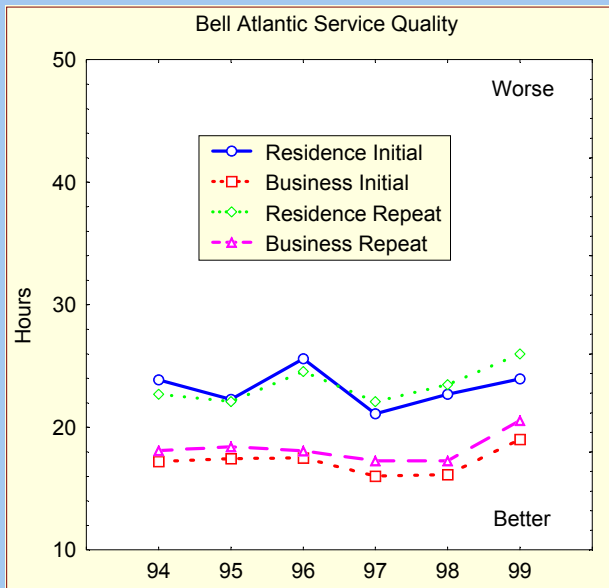
Residence Repeat: Bell Atlantic = 26.0 Hrs  
 Residence Initial: Bell Atlantic = 24.0 Hrs  
 Business Repeat: BellSouth = 14.8 Hrs  
 Business Initial: BellSouth = 14.4 Hrs

#### Worst

US West = 31.1 Hrs  
 SBC = 25.4 Hrs  
 US West = 28.0 Hrs  
 US West = 26.7 Hrs

# Individual RBOC Service Quality Average Local Service Repair Intervals

Source: ARMIS 43-05, Table II as of 5/24/2000



Best and Worst in 1999

Best

Residence Repeat: Arkansas = 15.9 Hrs

Residence Initial: Arkansas = 14.5 Hrs

Business Repeat: Arkansas = 8.4 Hrs

Business Initial: Arkansas = 7.7 Hrs

Worst

California = 39.9 Hrs

Connecticut = 39.2 Hrs

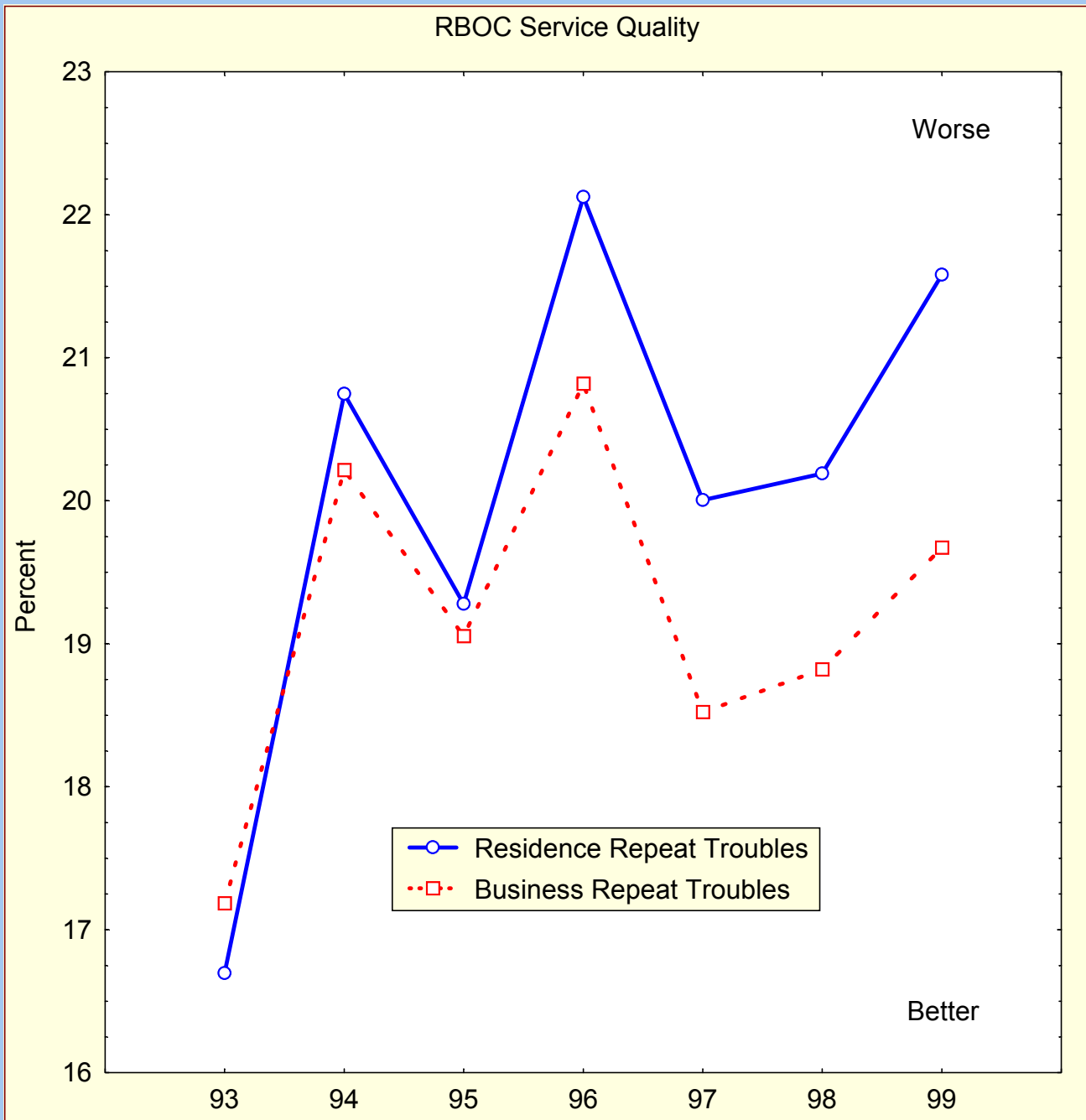
Connecticut = 32.7 Hrs

Connecticut = 33.0 Hrs

# Overall RBOC Service Quality Percent Repeat Troubles

Source: ARMIS 43-05, Table II as of 5/24/2000

Repeat troubles - troubles within 30 days of previous trouble on same line.



Best and Worst in 1999

Best

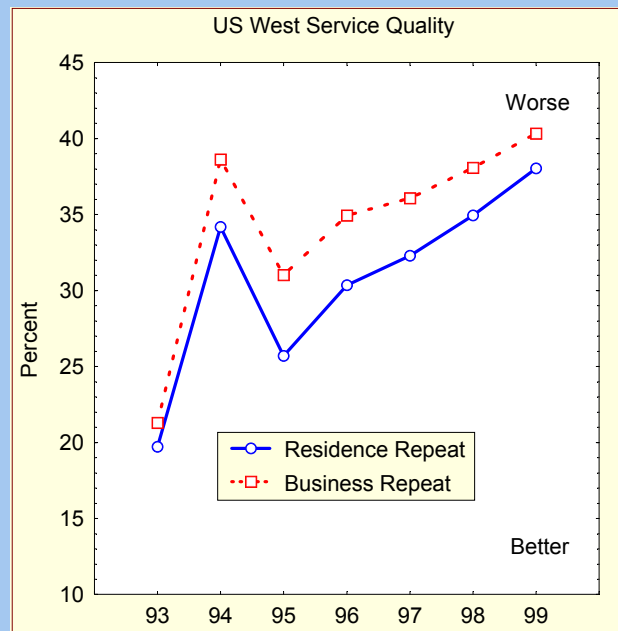
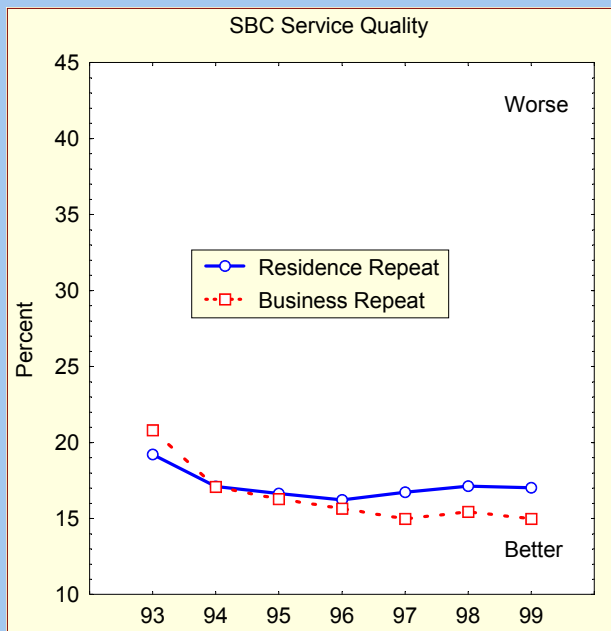
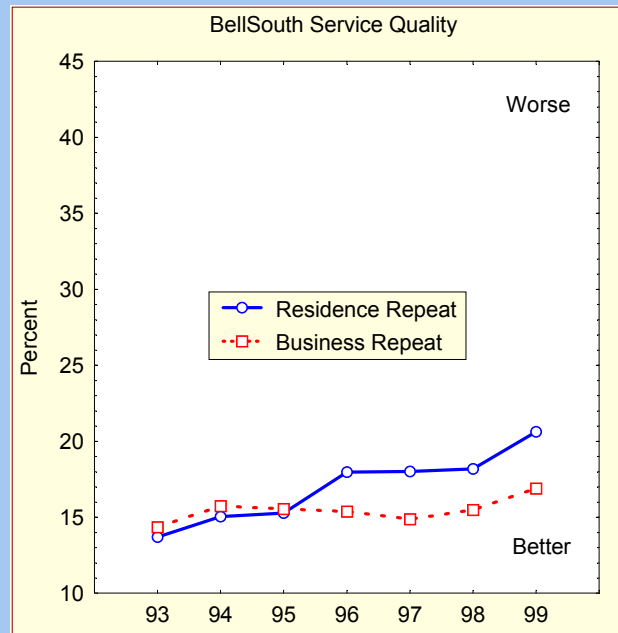
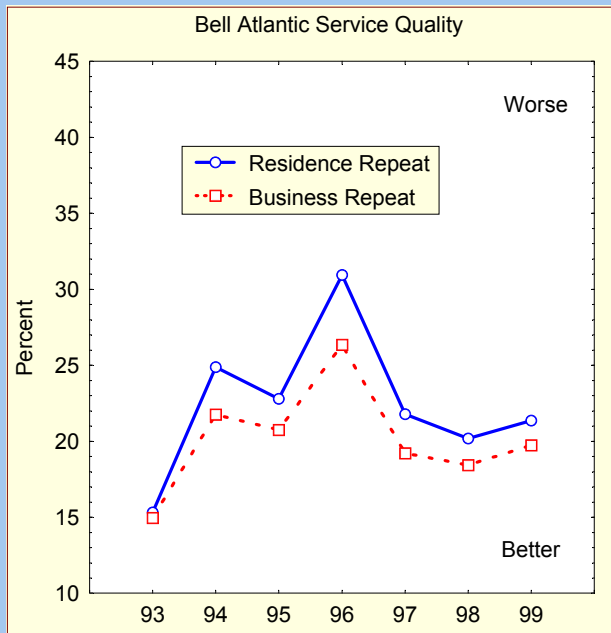
Residence Repeat: SBC = 17.0%  
Business Repeat: SBC = 15.0%

Worst

US West = 38.0%  
US West = 40.3%

# Individual RBOC Service Quality Percent Repeat Troubles

Source: ARMIS 43-05, Table II as of 5/24/2000



Best and Worst in 1999

Best

Residence Repeat: Maine = 12.7%  
Business Repeat: Kansas = 11.4%

Worst

Colorado = 43.2%  
Colorado = 46.4%